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TRAVEL & TOURISM

0471/12

Paper 1 Core Paper

May/June 2022

2 hours

You must answer on the question paper.

You will need: Insert (enclosed)

INSTRUCTIONS

- Answer **all** questions.
- Use a black or dark blue pen.
- Write your name, centre number and candidate number in the boxes at the top of the page.
- Write your answer to each question in the space provided.
- Do **not** use an erasable pen or correction fluid.
- Do **not** write on any bar codes.

INFORMATION

- The total mark for this paper is 100.
- The number of marks for each question or part question is shown in brackets [].
- The insert contains all the figures referred to in the questions.

This document has **12** pages. Any blank pages are indicated.

2 Refer to Fig. 2.1 (Insert), information about visitor attractions in India.

(a) State the **three** main reasons for travel.

- 1
- 2
- 3 [3]

(b) State **four** likely positive impacts of extending the opening hours of visitor attractions.

- 1
.....
- 2
.....
- 3
.....
- 4
..... [4]

(c) Explain **three** ways visitor attractions can manage large crowds.

- 1
.....
.....
.....
- 2
.....
.....
.....
- 3
.....
.....
..... [6]

3 Refer to Fig. 3.1 (Insert), a photograph of a ticket agent.

(a) State **three** likely personal presentation requirements for ticket agents.

- 1
 - 2
 - 3
- [3]

(b) Describe **two** ways ticket agents can explain the tour details to tourists who speak a different language.

- 1
 - 2
- [4]

(c) Describe the way ticket agents use each of the following skills:

- ICT skills
 - numeracy skills
 - literacy skills
- [6]

4 Refer to Fig. 4.1 (Insert), a photograph of a man selling traditional hats as souvenirs in Morocco, a country in north west Africa.

(a) State the following:

one sea which borders the continent of Africa

the line of latitude which divides the northern and southern hemisphere

the largest continent in the world.....

[3]

(b) Morocco is a mountainous country.

State **four** tourist activities likely in mountain destinations.

1

2

3

4

[4]

(c) Explain **three** positive social and cultural impacts of selling traditional arts and crafts as souvenirs.

1

.....

.....

.....

2

.....

.....

.....

3

.....

.....

.....

[6]

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